

Regulations for the Reservation and Sale of Tickets

at the Karol Szymanowski Philharmonic in Krakow

§ 1

GENERAL PROVISIONS

1. The present Regulations determine the principles of sale, reservation and return of tickets for events organized by the Karol Szymanowski Krakow Philharmonic (hereinafter referred to as “Regulations”) as well as the principles of online ticket sale, and audience participation in the events.
2. If the Regulations refer to:
 - a. “an event” – it is to be understood as a concert or any other form of statutory activity organized by the Karol Szymanowski Philharmonic in Krakow (hereinafter referred to as the “Philharmonic”), with audience participation,
 - b. “an event organized by an external institution” – it is to be understood as an event held at the Philharmonic, but whose organizer is not the Philharmonic, in which case the Philharmonic has been entrusted with ticket sale by the organizer based on a separate agreement,
 - c. “a special event” – it is to be understood as a concert organized by the Philharmonic, and included in the Philharmonic repertoire, with higher ticket prices,
 - d. “a subscription” – it is to be understood as a reduced ticket valid for more than one concert, sold for a period of time not shorter than a quarter of a year. It is binding for a fixed seat at the Philharmonic within a concert season. It is sold separately for the following periods of time: September-December, January-March, and April-June during the concert season.

3. Whenever the Regulations refer to the Philharmonic Ticket Office, it is to be understood as the ticket office at ul. Zwierzyniecka 1 in Krakow, with entry from ul. Straszewskiego. Office hours depend on the starting times of events. Information on the office hours is available it available at www.filharmonia.krakow.pl and at the entrance to the Philharmonic from ul. Straszewskiego.
4. Whenever the Regulations refer to the Philharmonic website, it is to be understood as the Internet website at www.filharmonia.krakow.pl.
5. Purchase or reservation of tickets/subscription for an event is tantamount to the approval of the provisions included in the Regulations, and carries an obligation to adhere to them. The sale of tickets organized by external institutions is based on the principles defined by the organizers.

§ 2

SALE OF TICKETS

1. The sale of tickets for Philharmonic events is conducted at the Philharmonic Ticket Office within its office hours, online at www.filharmonia.krakow.pl or via intermediate sellers.
2. The ticket/subscription buyer is obliged to verify the accuracy of data printed on the ticket immediately upon purchase, and in particular:

Date of the event

Hour of the event

Venue of the event.

Once the ticket holder leaves the ticket office, complaints will not be accepted.

If the ticket is purchased online, any mistakes should be reported via e-mail to the Promotion Department at: widownia@filharmonia.krakow.pl

3. Tickets may be paid for in cash, by credit card or online with electronic payment systems or online bank transfers.
4. The Philharmonic reserves the right to terminate ticket sale at any time without providing the reason thereof.
5. Payments for tickets purchased online are processed by Krajowy Integrowany Płatności SA with a seat in Poznan, ul. św. Marcina 73/6, 61-808, entered into the National Court Register under KRS number of 0000412357, which manages the website www.transferuj.pl, hereinafter referred to as "transferuj.pl". On matters unregulated in the Regulations, the rules of transferuj.pl are binding with reference to payments. Transferuj.pl is responsible for the safety and execution of transactions.
6. Tickets may be purchased online not later than 1 hour before the concert.
7. When purchasing tickets online, the buyer is obliged to pay for the ticket with a selected form of online payment available at transferuj.pl.
8. Payment for the ordered online tickets should be made within 30 minutes from the purchase order placed in the transferuj.pl system.
9. If the payment is not made in time, the purchase order is cancelled.
10. Tickets paid for with online bank transfer may be collected at the Philharmonic Ticket Office within its office hours, but not later than 30 minutes before the start of the event, by the person who has made the payment, and in the case of reduced tickets, upon presentation of a document entitling to discount.
11. In the event of a complaint about the ticket purchase procedure, you are kindly asked to contact the Promotion Department at telephone number +48 (12) 6198722 or via e-mail at widownia@filharmonia.krakow.pl. Complaint processing time: 7 working days from the time of complaint.
12. It is possible to receive an invoice for the tickets paid for via bank transfer. The payment should be made from the account of the company/institution to which the invoice will be issued, in the amount that will be included in the invoice. The invoice will be issued by the 15th day of the month following that in which the purchase was made. In the case of natural persons, the invoice may be issued within 3 months from the end of the month in which the purchase was made. The request for an invoice should be made at the time of reservation or

at the ticket office, before the tickets are printed out, and the NIP (tax identification number) number must be provided. If no such request is made, the invoice will not be issued.

§ 3

RESERVATION OF TICKETS

1. Tickets may be booked in person, by telephone or via e-mail at the Philharmonic's Promotion Department, ul. Zwirzyńska 1, 2nd floor, room 15, phone no.: +48 (12) 619 87 22, phone/fax +48 (12) 429 13 45, from Monday through Friday at 9am-4pm, or at widownia@filharmonia.krakow.pl.
2. Online ticket reservation with the use of a form available on the webpage of a given event on www.filharmonia.krakow.pl is valid upon the receipt of a telephone or e-mail confirmation from the Promotion Department. The reservation is only available with respect to the events in whose case ticket sale has already been launched. Reservations forwarded on Friday evenings (past 4 pm) or at weekends and holidays will be attended to during the following working days.
3. The reserved tickets should be purchased at the ticket office (within its business hours) not later than 3 days before the event in question. Following that period of time, the reservation will be cancelled with no additional information forwarded to the reserving party. The reserved tickets may be paid for via bank transfer to the Philharmonic account in the PKO BP S.A Bank: 06 1020 2892 0000 5402 0554 4962
4. Reservation of tickets for concerts that are subject to subscription may only be made upon the completion of subscription sale. The dates of subscription sales are available on the Philharmonic website at www.filharmonia.krakow.pl

§ 4

TICKET RETURNS AND COMPLAINTS

1. Tickets purchased for events organized by the Philharmonic may be returned SOLELY in the event of concert cancellation or change to the repertoire (including a replacement of

performers). The basis for reimbursement is the valid ticket with a cash register receipt or invoice. Ticket returns are handled at the Philharmonic Ticket Office or via bank transfers.

2. If a subscription concert is cancelled, the subscription holder is only entitled to the reimbursement of the cancelled concert.
3. If a concert or another event is cancelled, information on ticket returns and complaints will be provided at the Promotion Department; phone no.: +48 (12) 6198722 or at widownia@filharmonia.krakow.pl

§ 5

ADMISSION TICKETS

1. The Philharmonic admission ticket and subscription prices are regulated under the Instruction issued by the General Director of the Philharmonic for each concert season.
2. Persons who hold a valid concert admission ticket/concert subscription, a valid accreditation or invitation issued by the Promotion Department are entitled to participate in the concert.
3. The Philharmonic conducts the sale of the following types of tickets: regular tickets, reduced tickets, group tickets, student passes, subscriptions, complimentary tickets for supervisors of school and pre-school groups and for persons with disabilities, tickets for the Large Family Card holders, Krakow 3+ and 4+ Family Card holders, holders of the Krakow Card, Senior Citizen Card, and of the Communist Underground Activist ID. The tickets differ in price as well as conditions of purchase or concert participation.
4. The Philharmonic also conducts the sale of tickets for events organized by external institutions. The types of tickets for those events are determined separately before each concert.

TYPES OF ADMISSION TICKETS (events organized by the Philharmonic)

1. Regular ticket – entitles one to be admitted to a concert with a reserved seat. Regular tickets are sold to all persons who do not meet the requirements of purchasing other types of tickets.
2. Reduced ticket – the following persons are entitled to purchase reduced tickets: school pupils and university students (1st, 2nd, and 3rd cycle studies), persons on disability pensions, retirees, guardians of persons with disabilities, employees of cultural institutions, music school teachers, holders of the “Meritorious for Culture” medal, holders of the EURO<26 card; upon presentation of the document entitling to discount at the time of purchase.
3. Group tickets
 - a. Group tickets may be purchased for symphony, oratorio and choral concerts:
 - b. Groups of a minimum of 10 persons are entitled to purchase group tickets for Philharmonic events, following a prior reservation with the Promotion Department: phone no. + 48 (12) 619 87 22 or e-mail at widownia@filharmonia.krakow.pl.
4. Complimentary tickets are available for school and pre-school groups for:
 - a) concerts for children – 1 supervisor per min. 10 persons;
 - b) Musica Ars Amanda concerts for youth– 1 supervisor per 15 persons;
5. Ticket for persons with disabilities – persons with disabilities are entitled to free tickets. Assistance is also available during the visit to the Philharmonic. Requests for assistance should be reported to the Accessibility Coordinator. Their contact details are available at www.filharmonia.krakow.pl/Dostepność
6. Subscription
 - a. Subscription – it is a reduced ticket which covers more than one concert, sold for a period of time not shorter than a quarter of a year.

- b. Detailed information on the concerts covered by the subscription is available at www.filharmonia.krakow.pl/Abonamenty
 - c. When purchasing subscriptions, the buyer selects a seat in the concert hall which is fixed for the duration of the subscription period. The subscription holder also receives the list of events covered by the subscription.
 - d. Subscription types:
 - 1. Annual subscriptions may be purchased for the following series: Musica Ars Amanda, Concerts for Children, University Concerts, Child's Play;
 - 2. Quarterly subscriptions may be purchased for symphony, oratorio and choral concerts for the periods of: January- March, April-June, September-December or October-December (depending on the date of the inauguration concert in a given concert).
7. Student pass
- a. Student passes are available for school pupils and students, upon presentation of their student ID, on the day of the concert, provided there are free seats left.
 - b. The number of student passes is decided upon by the event organizer.
8. Holders of the Large Family Card and Krakow 3+ and 4+ Family Card are entitled to purchase one admission ticket for each authorized family member (personalized card) for the following events: concerts for children and youth, Child's Play concerts, symphony, chamber and oratorio concerts organized by the Philharmonic, with the exception of special events. The ticket is intended for the authorized person, and it may not be passed on to third parties. The usher may request to see the card, when inspecting the tickets.

§ 6

PHILHARMONIC HALLS

- 1. The auditorium of the Krakow Philharmonic Concert Hall has the capacity of 720 seats. A detailed plan of the auditorium is available at www.filharmonia.krakow.pl/Bilety/Plan_sali/
- 2. During concerts for children the audience zone includes 529 seats in the stalls.

3. The Golden Hall of the Krakow Philharmonic is located on the first floor of the Philharmonic building. The audience zone:
 - a. includes 100 seats during chamber concerts; the seats are not numbered;
 - b. includes 60 seats during the Child's Play concerts; the seats are not numbered.
4. The Small Foyer is located at the ground floor of the Philharmonic. The audience zone includes 50 seats.
5. The Philharmonic organizes concerts in other venues than the ones mentioned in this paragraph of the Regulations. Information on the availability and number of seats as well as the auditorium plans are available on the individual pages of the www.filharmonia.krakow.pl website dedicated to the concerts held outside of the Philharmonic building at ul. Zwierzyniecka 1 in Krakow.

§ 7

PERSONAL DATA PROTECTION

Pursuant to the implementation of the General Data Protection Regulation of 27 April 2016, hereinafter referred to as GDPR, the Karol Szymanowski Philharmonic in Krakow informs, pursuant to Article 13 (1) and (2), that:

1. The Administrator your personal data is the Karol Szymanowski Philharmonic in Krakow, address: ul. Zwierzyniecka 1, NIP 675-02-00-025, Regon 357077687, telephone number: +48 12 619 87 21, +48 12 422 94, 77+48 12 429 14 38, e-mail: fk@filharmonia.krakow.pl, hereinafter referred to as the Karol Szymanowski Philharmonic.
2. The Karol Szymanowski Philharmonic has designated the Data Protection Officer whom you may contact on matters related to personal data protection via e-mail at iod@filharmonia.krakow.pl
3. Submission of your personal data is voluntary, but failure to do so excludes the possibility of booking tickets for the events held at the Philharmonic.

4. The legal basis for the processing of your personal data is the execution of the ticket sales contract, hereinafter referred to as the Contract. Processing of your data is indispensable for the execution of the Contract.
5. The data processed include your name and surname, telephone number and e-mail address, and they will only be used in order to complete the necessary operations related to the reservation and sale of tickets.
6. Your personal data will be stored for the duration of the Contract, and until any claims that may result from it, including public and legal claims, expire, unless the law provides for a longer storage time.
7. The Administrator shall not transfer your personal data to other entities; the data shall not be transferred to a third country or to international organizations.
8. In connection with the processing of your personal data, you have the right to request access to data, data rectification, removal, supplementation or transfer as well as the right to refuse data processing or the right to request restriction of data processing from the Administrator.
9. You have the right to lodge a complaint against data processing to the supervisory body.
10. With respect to your personal data, the Administrator shall make no automated decisions, including those that result from profiling.